

PUBLIC INFORMATION & COMMUNICATION SERVICES  
NIH TASK ORDER (For Use By Other Federal Agencies)

RFTOP#166

**TITLE: Defender Services Program Surveys**

**PART I – REQUEST FOR TASK ORDER (TO) PROPOSALS**

A. Point of Contact Name: Jim Harden, Contracting Officer

Phone- 202-502-1410

Fax-202-502-1066

Proposal Address: Administrative Office of the U.S. Courts

One Columbus Circle, N.E. Rm 3-250

Washington, D.C. 20544

Billing Address: Administrative Office of the U.S. Courts

Finance Division

One Columbus Circle, N.E. Rm 5-300

Washington, D.C. 20544

B. PROPOSED PERIOD OF PERFORMANCE: Date of award through October 25, 2004.

C. PRICING METHOD: Firm Fixed Price

D. PROPOSAL INSTRUCTIONS:

E. Proposal format and number of copies:

(A) Technical Proposal. The technical proposal shall contain:

1. A detailed Project Plan describing how the offeror proposes to perform the requirements of the statement of work (SOW) and including: a schedule, staffing plan, and, quality control process

for deliverables under this project. Offeror shall address each area of the SOW in the Project Plan. The AOUSC estimates 45 questions for each survey (excluding demographic identifiers, but including about 3 questions that require narrative responses);

2. Discussion of current, on-going or previous contracts/projects performed within three years of proposal submission that are similar in size, scope, and complexity to this project and that demonstrate offeror has obtained experience in:

- a. Consulting or advising on performance measurements and data collection methods for evaluating aspects of state or federal services, programs, or systems;
  - b. Developing, conducting, analyzing, and reporting on surveys to measure the performance and quality of professional services provided by public services, programs, or systems;
  - c. Applying an integrated, developmental approach to developing, conducting, analyzing, and reporting on surveys of multiple groups (stakeholders) regarding the quality of professional services provided by a public service, program, or system;
  - d. Preparing analytical reports on surveys measuring the quality and overall performance of public services programs, for submission in support of legislative funding requests;
  - e. Consulting or advising on Government Performance and Results Act strategic plans, goals, objectives, or strategies, for federal public services, programs, or systems;
  - f. Applying an understanding of and familiarity with the general concepts of how the criminal justice system operates in the United States.
3. The offeror shall provide a contact person for the three current, on-going, or previous government or commercial projects/contracts performed within three years of proposal submission that demonstrate that the offeror has obtained the corporate experience described above and that the services were similar in size, scope, and complexity to this statement of work. The following information shall be submitted for each previous project:
    1. Name and Description of project
    2. Contract Number/Project Number
    3. Offerors role (prime contractor, subcontractor)
    4. Percentage of work completed in Contractor's role
    5. Name/address of customer company or government agency
    6. Names, addresses, and telephone numbers of a customer program contact and contracting officer
    7. Awarded Price/Cost
    8. Approximate or average number of Offeror's personnel assigned
  4. Qualifications of proposed key personnel (Key personnel are those responsible for substantive development of the survey, survey report results, or overall project management). Offeror shall provide a résumé of all key personnel proposed. Resumes

shall be limited to no more than 4 pages per individual. As a minimum, resumes shall include the following:

- (a) name of person;
- (b) functional responsibility;
- (c) education (including, in reverse chronological order, colleges and/or technical schools attended (with dates), degree(s)/certification(s) received, major field(s) of study, and approximate number of total class hours);
- (d) citizenship status;
- (e) experience including, in reverse chronological order for up to ten years, area(s) or work in which a person is qualified, company and title of position, approximate starting and ending dates (month/year), concise descriptions of experience for each position held including specific experience related to the requirements of this contract; and
- (f) certification that the information contained in the resume is correct and accurate (signature of key person and date signed, and signature of the supervisor or higher authority and date signed will be accepted as certification).

(B) Price Proposal.

A firm fixed price to perform all work specified in the statement of work and a firm fixed price for each requested survey: ((1) judges; (2) nationwide panel attorney; (3) panel attorney district representative; (4) federal defenders; and, (5) probation officers).

The AOUSC estimates 45 questions for each survey (excluding demographic identifiers, but including about 3 questions that require narrative responses).

Three copies of the technical proposal and two copies of the price proposal should be emailed to: [Jim\\_Harden@AO.USCOURTS.GOV](mailto:Jim_Harden@AO.USCOURTS.GOV)

F. RESPONSE DUE DATE: Proposals are due by 4:00 p.m., (local time) 2/2/04.

G. TASK DESCRIPTION: Refer to the following attachments:

Attachment 1: Statement of Work

Attachment 2: Extracts from the Outline of the Defender Services Program Strategic Plan Mission, Goals, Strategies, and Performance Measures

EVALUATION FACTORS:

Proposal will be evaluated in the following areas:

**A. Technical proposal:**

1. Proposed Project Plan;
2. Discussion on demonstrated Corporate experience and whether projects/contracts are/were similar in size, scope, and complexity to this statement of work;
3. Quality of an offeror's past performance on previous contracts/projects demonstrating corporate experience in providing services similar in size, scope, and complexity to this project. To rate the quality of an offeror's past performance, references will be contacted by the AOUSC and asked the following questions: the nature of work provided; the quality of work and whether deliverables were submitted on time and without major errors (most critical in determining quality of past performance); quality and experience of contractor personnel working under the project; whether final price coincided with proposed amount; if contractor complied with the terms and conditions of the contract; and, if the reference would use the contractor again;
4. The extent of qualifications of proposed key personnel in the areas for which they are proposed and whether the qualifications closely match those necessary to perform this project;

**B. Price proposal.** Total proposed firm fixed price to perform all surveys. Total price will be evaluated for fairness and reasonableness.

**Assumptions, Conditions, or Exceptions (Include with the Technical Proposal)**

Offeror shall include, under separate cover, all (if any) assumptions, conditions, or exceptions with any of the terms and/or conditions of this statement of work or solicitation. If no exceptions are noted, the offeror agrees to comply with all of the terms and conditions set forth herein. It is not the responsibility of the judiciary to seek out and identify assumptions, conditions, or exceptions contained in an offeror's proposal.

**Award**

Award will be based on a best value determination made by the AOUSC. The relative quality of the proposal will be based upon the AOUSC's assessment of whether the technical excellence offered in the proposal provides added value, added capability, and/or reduced risk. The AOUSC may make trade-offs in the overall technical rating of a proposal and total price in determining that a proposal represents the best overall value.

**PART II - CONTRACTOR'S REPLY: CONTRACT #263-01-D-0182**

Fax-

PROPOSED COMPLETION DATE:

**SOURCE SELECTION:**

Appropriations Data: \_\_\_\_\_

**NIH APPROVAL -**

CONTRACTOR SHALL NOT EXCEED THE ESTIMATED LABOR HOURS OR  
ESTIMATED TASK ORDER AMOUNT WITHOUT THE WRITTEN APPROVAL OF THE  
CONTRACTING OFFICER & PICS COORDINATOR

APPROVED: \_\_\_\_\_  
Fax301-435-6101      Signature –Anthony M. Revenis, J.D., NIH-PICS Coordinator      Date